

## Voucher Query

Implemented in September 1997, Voucher/Payment System added processing and financial controls to the existing system while also establishing an interface with the Line of Credit Control System (LOCCS). Through the interface, TRACS requests payments and LOCCS returns confirmations or rejections.

After implementation of the TRACS Voucher/Payment batch processing system, it became clear that Field Offices, the Voucher Processing Hub, and Headquarters personnel required faster access to Voucher Data. Implementation of the Voucher Query application provided HUD users with access to detailed voucher information. This enabled HUD users to respond to and resolve owner/agent inquiries and perform the pre-payment validation required for vouchers that fail the threshold tests.

With the introduction of the Voucher Query Internet application, owners and management agents may now also access this information to determine voucher status and to resolve payment issues.

The main objective of the application is to provide a vehicle for answering status questions concerning a voucher. It is anticipated that this Internet capability will reduce telephone traffic to Field Offices, the Voucher Processing Hub, and the TRACS Hotline.

Voucher Query option can be selected from the TRACS Queries Menu.

#### **Objectives**

By the end of this chapter, you will be able to:

- Access Line of Credit Control System (LOCCS) information to determine voucher status and resolve payment issues
- View query data from browser
- Print a Voucher Report

#### 6.1 To submit a voucher query:

1. From the TRACS Queries Menu, click on the <u>Voucher Query</u> link, and the **TRACS Voucher Query** screen (Figure 1) displays.



**Figure 1- Voucher Query Window** 

2. Select a Contract or Project number from the drop down list.

Based on the property assigned to the user ID, associated Contract(s) and Project(s) numbers will be displayed in the drop-down list.

- 3. Click on Submit, and the **Voucher List** screen (**Error! Reference source not found.**) displays.
- Contract Number is the eleven-character number assigned to HAP, PAC, or PRAC contracts. These are the rental assistance agreements associated with Section 8, Section 202/162, Section 202 Capital Advance, and Section 811 Capital Advance.
- Project Number is the eight-character number assigned to the Rent Supplement or RAP project. The number will be used only when a specific project's Rent Supplement or RAP Voucher/Payment data is required.

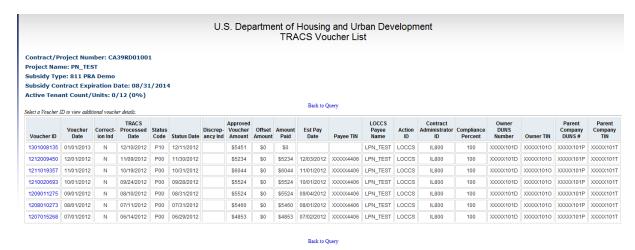


Figure 2 - TRACS Voucher List Window

Note: Any vouchers marked T53 status and placed in Pre-Payment Decision (PPD) for payment suspension has the current compliance percentage re-calculated daily. As tenant certifications are updated daily and compared to the Compliance standard percent set by Housing, if the recalculated percent is equal to or greater than the compliance standard percent set by Housing, then those vouchers are automatically approved and released from PPD for payment. The current counts/ratio of tenant certifications to units—as defined for the ratio and current compliance percent for the contract—is recalculated daily and displayed in the header of the TRACS Voucher Query screen and the TRACS Certification Query screen.

The initial response screen from the query is intended to answer some of the more immediate questions the user may have and provide a base from which additional details can be retrieved for a specific voucher. The **TRACS Voucher List** screen includes the contract/project number submitted by the user, the project name, and the subsidy type.

If a query has been successful, the application will retrieve and provide a list of vouchers received for the previous twelve months. Data is displayed horizontally across the screen with one voucher on each line.

The **TRACS Voucher List** screen displays the Contract/Project Number provided by the user, the Project Name, and the Subsidy Type. The following information is also provided for every voucher retrieved:

- Voucher ID
- Voucher Date
- Correction Indicator
- TRACS Processed Date
- Status Code
- Status Date
- Discrepancy Indicator
- Approved Voucher Amount
- Offset Amount
- Amount Paid
- Est. Pay Date
- Payee TIN

Mote: The first five characters of the social security number (SSN), taxpayer identification number (TIN), and the date of birth (DOB) display in the following format to protect the privacy of the individual.

SSN - XXXXXNNNN

TIN - XXXXXNNNN

DOB - XX/XX/NNNN

- LOCCS Payee Name
- Action ID
- Contract Administrator ID
- Compliance Percent
- Owner DUNS Number
- Owner TIN
- Parent Company DUNS Number
- Parent Company TIN

 ■ Note: Definitions for all voucher status codes are provided in Appendix B of this document.

#### **Notes and Messages:** 6.2

1. Click the Internet browser's **Back** button to retry the query.

If there are no vouchers for the project or contract specified, the following screen (

#### U.S. Department of Housing and Urban Development TRACS Voucher List

No vouchers were found for the contract/project number requested. Either no vouchers exist for the last 24 months in the TRACS database for this project/contract or the number has been entered incorrectly.

Back to Query

Figure 3 - Voucher Query - No Vouchers Were Found

3) will be displayed.

### U.S. Department of Housing and Urban Development TRACS Voucher List

No vouchers were found for the contract/project number requested. Either no vouchers exist for the last 24 months in the TRACS database for this project/contract or the number has been entered incorrectly.

Back to Query

Figure 3 - Voucher Query - No Vouchers Were Found

2. Click on the Back to Query link to retry the query on another contract/project, or contact your Coordinator.

Now that you have the desired voucher information, the next step in the process is printing the results. The TRACS Voucher List screen needs to be in landscape orientation. This is noted on the initial TRACS Voucher Query application screen (see instruction item #3, left column).

3. After selecting the Internet browser's Print button, click on the Preferences.

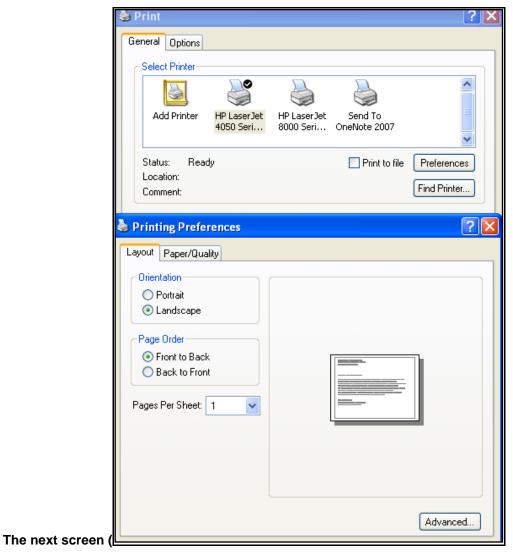


Figure 4 - Print Set-up - Printing Preferences

4) allows the user to change the settings from portrait to landscape orientation. This change is necessary to print the voucher query results page.

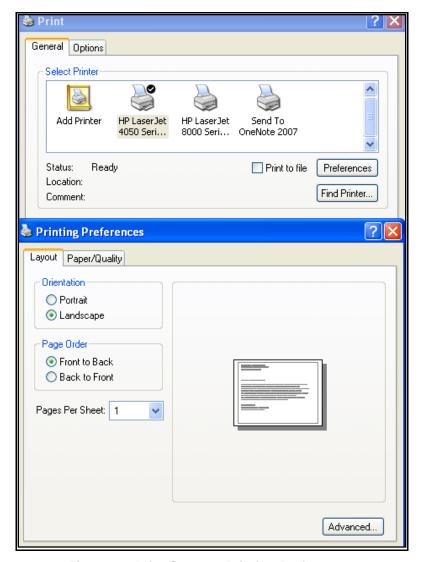


Figure 4 - Print Set-up - Printing Preferences

The Voucher Query application also enables the user to access more detailed voucher information with the selection of the <u>Voucher Summary Detail</u>, <u>Miscellaneous</u> Accounting Requests, <u>Special Claims</u> and/or <u>Voucher Discrepancies</u> options.

These options are available to the user from the **TRACS Voucher List** screen.

#### 6.3 Voucher Query Detail Options:

From the TRACS Voucher List screen, click on the desired *Voucher ID*, and the TRACS Voucher Query Detail Options screen (

# TRACS Voucher Query Detail Options Contract/Project Number: AA00A0000000

Project Name: **TEST PROPERTY**Voucher Id: **000000000**Voucher Date: 07/01/2020

Select an option for more voucher data

To print results of query use letter size paper and select landscape orientation

- 1. Voucher Summary Detail
- 2. Miscellaneous Accounting Requests
- 3. Special Claims
- 4. Voucher Discrepancies
- 5. Repayment Agreements
- 6. Assistance Payment Detail
- 7. Adjustment Payment Detail

Back to Query Back to Voucher List

Figure 5 – TRACS Voucher Query Detail Options Window

5) displays.

## TRACS Voucher Query Detail Options

Contract/Project Number: AA00A0000000

Project Name: TEST PROPERTY
Voucher Id: 0000000000
Voucher Date: 07/01/2020

Select an option for more voucher data

To print results of query use letter size paper and select landscape orientation

- 1. Voucher Summary Detail
- 2. Miscellaneous Accounting Requests
- 3. Special Claims
- 4. Voucher Discrepancies
- 5. Repayment Agreements
- 6. Assistance Payment Detail
- 7. Adjustment Payment Detail

Back to Query Back to Voucher List

Figure 5 – TRACS Voucher Query Detail Options Window

#### 6.4 To view Voucher Summary Details:

1. Click the <u>Voucher Summary Detail</u> link, and the **TRACS Voucher Detail** screen (Figure 6 and Figure 7) will be displayed.

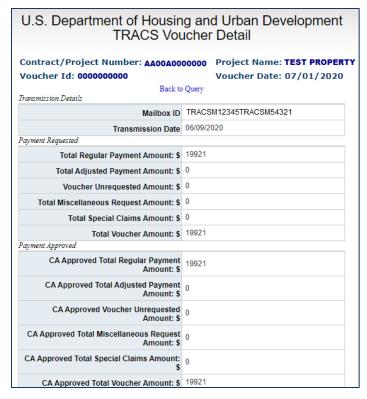


Figure 6 - Voucher Summary Detail Window (Top)

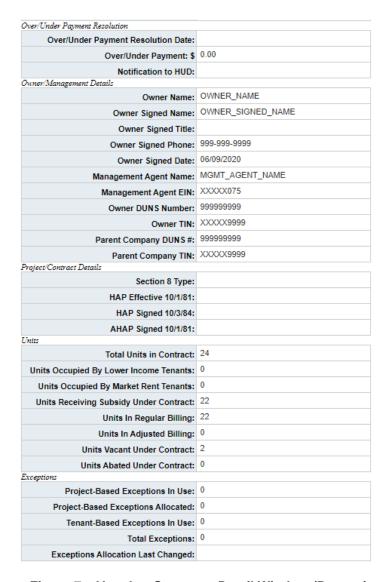


Figure 7 - Voucher Summary Detail Window (Bottom)

The Voucher **Summary Detail** screen is read-only, and provides additional voucher data. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID*, and *Voucher Date*. The summary detail information is grouped in the following headings:

- Transmission Details
- Payment Requested
- Owner/Management Details
- Project/Contract Details
- Units
- Exceptions
- 2. Click the **Voucher Query Detail Options** link to return to the **TRACS Voucher Query Detail Options** screen.

#### 6.5 To view Miscellaneous Accounting Requests:

From the TRACS Voucher Query Detail Options screen, click the <u>Miscellaneous</u> <u>Accounting Requests</u> link, and the Miscellaneous Accounting Requests screen (

U.S. Department of Housing and Urban Development TRACS Miscellaneous Accounting Requests

Contract/Project Number: AA00A000000 Project Name: TEST PROPERTY SITE Voucher Id: 0000000000 Voucher Date: 02/01/2017

Back to Query

Sequence Number Request Code Request Amount Paid Amount Request Comment

1 RADN \$9 -\$9 101A,MCANNALY,AST,AR,12/01/2014, ,-9

Back to Query Back to Voucher Query Detail Options

1. Figure 8) displays.

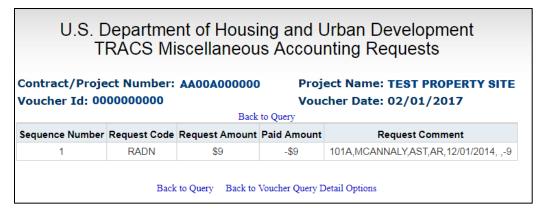


Figure 8- Miscellaneous Accounting Requests Window

The **TRACS Miscellaneous Accounting Requests** screen is read-only, and provides information on requests made against that specific voucher that effect the voucher amount. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID and Voucher Date*. The miscellaneous accounting request data is displayed in a table format:

- *Sequence Number*: Number of Misc. Accounting Requests on the voucher. (The list starts with number 1).
- Request Code: A list of Misc. Accounting Requests codes can be found in Appendix B.
- Request Amount: Amount requested for Misc. Accounting Requests.
- Paid Amount: Amount paid for Misc. Accounting Requests.
- Request Comment: Comment recorded at time of voucher submission.

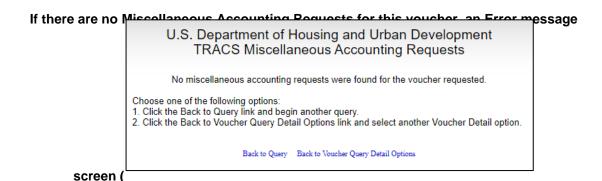


Figure9) will be displayed.

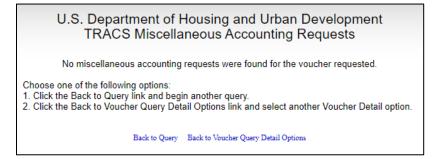


Figure 9- Error Message Window

2. Click the **Voucher Query Detail Options** link to return to the **TRACS Voucher Query Detail Options** screen.

#### 6.6 To view Special Claims:

1. From the **TRACS Voucher Query Detail Options** screen, click the <u>Special Claims</u> link, and the **Voucher Special Claims** screen (Figure 10) displays.

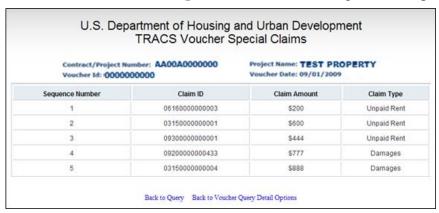


Figure 10 - Voucher Special Claims Window

The **TRACS Voucher Special Claims** screen is read-only, and displays detailed information on any special claims reported for the voucher. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID*, and *Voucher Date*.

The special claim data is displayed in table format:

- Sequence Number: Number of special claims on the voucher. (The list starts with number 1).
- *Claim ID*: A 9-digit control code assigned to the special claim at the time it is approved by the field office.
- *Claim Amount*: Amount requested for payment by HUD.
- Claim Type: Unpaid Rent, Tenant Damages, Vacancy Loss, Regular Vacancy

If there are no special claims for this voucher the Error Message screen (Figure 11) displays.

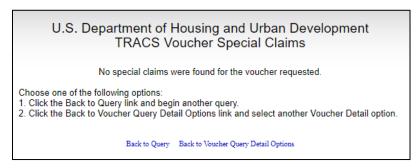


Figure 11- No Claims Found Error Message

2. Click the **Voucher Query Detail Options** link to return to the **TRACS Voucher Query Detail Options** screen.

#### 6.7 To view Voucher Discrepancies:

1. From the **TRACS Voucher Query Detail Options** screen, click the <u>Voucher Discrepancies</u> link, the **Voucher Discrepancies** screen (Figure 12) displays.



Figure 12- Voucher Discrepancies Window

The **TRACS Voucher Discrepancies** screen is read-only, and displays detailed information about any discrepancies that exist on that voucher. The information retrieved identifies the *Contract/Project Number*, the *Project Name*, the *Voucher ID and Voucher Date*. Click on it to view any discrepancy details. The voucher discrepancy data is displayed in table format:

• *Discrepancy Code*: An active link. Select the code to view any available discrepancy details (associated with an Action Required code of 5 only). Actual

- discrepancy codes are described in the TRACS MAT User Guide, Appendix D: TRACS Discrepancy Code Tables.
- Description: Discrepancy descriptions are described in the TRACS MAT User Guide, Appendix D: TRACS Discrepancy Code Tables.
- Recommendation: Recommended solutions are described in the TRACS MAT User Guide, Appendix D: TRACS Discrepancy Code Tables.
- Action Required: Action Required codes are listed in Appendix B.
- *Discrepancy Detail Indicator*: Indicates if any discrepancy details exist for this discrepancy.

If no discrepancies exist on that voucher, the Error Message screen (Figure 13) will be displayed.

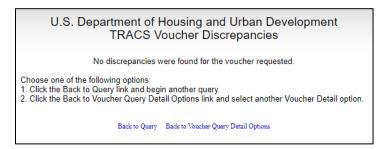


Figure 13 - No Discrepancies Error Message Window

2. Click the **Voucher Query Detail Options** link to return to the **TRACS Voucher Query Detail Options** screen.

#### 6.8 To view Repayment Agreements:

1. From the **TRACS Voucher Query Detail Options** screen, click the <u>Repayment</u> Agreements link, the **Repayment Agreements** screen (Figure 14) displays.

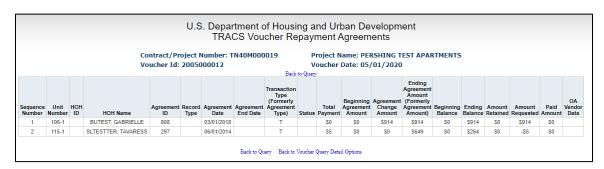


Figure 14 - Repayment Agreements Screen

The **TRACS Repayment Agreements** screen is read-only, and displays detailed information about any repayment agreements that exist on that voucher. The information retrieved identifies the *Sequence Number, Unit Number, Head of Household (HOH) ID, HOH Name, Agreement ID, Record Type, Agreement Date, Agreement End Date, Transaction Type (formerly Agreement Type), Status, Total* 

Payment, Beginning Agreement Amount, Agreement Change Amount, Ending Agreement Amount (formerly Agreement Amount), Beginning Balance, Ending Balance, Amount Released, Amount Retained, Paid Amount, and OA Vendor Data.

If no repayment agreements exist on that voucher, the Error Message screen (Figure 15) will be displayed.

## U.S. Department of Housing and Urban Development TRACS Voucher Repayment Agreements

No repayment agreements were found for the voucher requested.

Choose one of the following options:

- 1. Click the Back to Query link and begin another query.
- 2. Click the Back to Voucher Query Detail Options link and select another Voucher Detail option.

Back to Query Back to Voucher Query Detail Options

Figure 15 - No Repayment Agreements Error Message Window

2. Click the **Voucher Query Detail Options** link to return to the **TRACS Voucher Query Detail Options** screen.

### 6.9 To view Voucher Assistance Payments:

1. From the **TRACS Voucher Query Detail Options** screen, click the <u>Assistance Payment Detail</u> link, the **Voucher Assistance Payments** screen (Figure 16) displays.

U.S. Department of Housing and Urban Development TRACS Voucher Assistance Payment Details												
Contract/Project Number: TN40M000019 Voucher Id: 2005000012  Back to Q						Project Name: PERSHING TEST APARTMENTS Voucher Date: 05/01/2020						
Sequence Number	Tenant Name	Unit Number	Bedroom Count	Contract Rent		Certification	Correction Flag	Cert Effective Date	Requested Amount	Paid Amount	OA Vendor Data	Vouche ID Suffix
1	TERTEST, DEIDRA D	001-2	2	567	158	AR		02/01/2018	\$692	\$0		00
2	WTEST, DERIKA L	002-2	2	567	158	AR	Υ	09/01/2017	\$199	\$0		00
3	RICHARTEST, LAWANDA	004-2	2	567	158	AR		09/01/2017	\$662	50		00
4	NEWTEST, MERCEDES D	006-2	2	567	158	MI		10/18/2017	\$677	\$0		00
5	SMTEST, SHANNICE R	008-2	2	567	158	IR		02/01/2018	\$672	\$0		00
6	OTEST, RONESHA K	009-2	2	567	158	AR		04/01/2018	\$675	\$0		00
7	SIMTEST, JAMESIA M	013-2	2	567	158	MI		12/13/2017	\$700	50		00
8	MATEST, ESSENCE J	014-2	2	567	158	MI		11/17/2017	\$700	\$0		00
9	THTEST, SHIRLEY J	016-2	2	567	158	AR		11/01/2017	\$364	\$0		00
10	OBATEST, KENYA	017-3	3	676	165	IR	Υ	10/01/2017	\$805	50		00
11	JTEST, SONDRA E	018-3	3	676	165	AR		09/01/2017	\$816	\$0		00
12	RTEST, DIONNA L	020-3	3	676	165	GR		09/01/2017	\$432	\$0		00

Figure 16 - Voucher Assistance Payments Details Screen

The **TRACS Voucher Assistance Payments Details** screen is read-only, and displays detailed information about any voucher assistance payments that exist on that voucher. The information retrieved identifies the *Sequence Number, Tenant Name, Unit Number, Bedroom Count, Contract Rent, Utility Allowance, Certification Type, Correction Flag, Cert Effective Date, Requested Amount, Paid Amount, OA Vendor Data, and Voucher ID Suffix.* 

If no assistance payments exist on that voucher, the Error Message screen (Figure 17) will be displayed.

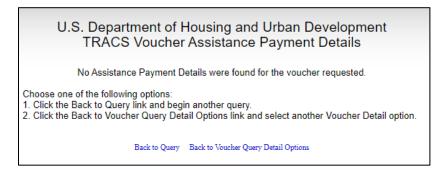


Figure 17 - No Assistance Payment Details Error Message Window

2. Click the **Voucher Query Detail Options** link to return to the **TRACS Voucher Query Detail Options** screen.

#### 6.10 To view Adjustment Payments:

1. From the **TRACS Voucher Query Detail Options** screen, click the <u>Adjustment</u> Payment Detail link, the **Adjustment Payments** screen (Figure 18) displays.



Figure 18 - Voucher Adjustment Payment Details

The **TRACS Voucher Adjustment Payment Details** screen is read-only, and displays detailed information about any adjustment payments that exist on that voucher. The information retrieved identifies the *Sequence Number, Tenant Name, Unit Number, Billing Type, New Certification, Certification Type, Correction Flag, Effective Date, Assistance Payment, Adjustment Start Date, Adjustment End Date, Requested Amount, Paid Amount, OA Vendor Data, CA Initiated, and Voucher ID Suffix.* 

If no adjustment payments exist on that voucher, the Error Message screen (Figure 19) will be displayed.

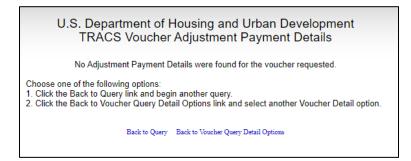


Figure 19 - No Voucher Adjustment Payment Details Error Message Window

2. Click the **Voucher Query Detail Options** link to return to the **TRACS Voucher Query Detail Options** screen.